

Appendix 15: Sample Operating Plan Outlines

Simple Annual Operating Plan Outline

COVER/SIGNATURE PAGE

- Recreation Site(s) Name(s)
- Permit Holder
- District Ranger (Approving Officer)

I. INTRODUCTION

- a. Purpose of the Operating Plan
- b. Identification of the Permit Holder and Forest Service representatives and responsibilities
- c. Forest Service and Permit Holder responsibilities

II. HEALTH AND CLEANLINESS

- a. Cleaning sites and facilities
- b. Garbage and recycling
- c. Sewage disposal
- d. Equipment, supplies and storage

III. SETTING

- a. Site limitations
- b. Proposed construction plans/paint colors
- c. Appearance of Host camps/storage areas

IV. SAFETY AND SECURITY

- a. Hazard removal/correction plan
- b. Proposed Rules of Use
- c. Enforcement of Rules of Use and CFR requirements
- d. Incident reporting
- e. Emergency response procedures
- f. Communications
- g. Proposed uniforms and vehicle identification

V. RESPONSIVENESS

- a. Accessibility
- b. Public information
- c. Comment forms
- d. Personnel roster, qualifications, and public service training

VI. CONDITION OF FACILITIES

- a. Annual preseason and postseason inspections
- b. Facility condition and inventory summary
- c. Proposed signs and sign maintenance plan (can be in appendix)
- d. Recreation maintenance schedule for tenant maintenance (can be in an Appendix.)

- e. Granger-Thye maintenance and reconditioning project capability and proposals (can be in appendix)

VII. OPERATIONS AND ADMINISTRATION

- a. Operating plan submittal and revisions
- b. Operating Season(s)
- c. Proposed services/products
- d. Proposed use fees and fees for special services
- e. Reporting of gross receipts, accounting procedures
- f. Forest Service access to records
- g. Payment of special use permit fees
- h. Monitoring visits
- i. Response to public comments
- j. Use data gathering, recording, and reporting procedures
- k. Reservations management plan
- l. Concessionaire employee camping and housing
- m. Camping by Forest Service volunteers, permit holders, and contractors

APPENDICES

Permit holder guides and manuals

Proposed signs and sign maintenance plan

Recreation maintenance schedule for tenant maintenance

Granger-Thye maintenance and reconditioning projects

Sample Detailed Annual Operating Plan

1. Name of Recreation Site and Operating Season:

The dates specified in the prospectus under Recreation Site Descriptions are the minimum operating seasons. All sites will be open and operational seven days per week, including holidays, between these dates. Applicants need to state the period of time in which they will plan to operate the sites listed in this prospectus, if different than those shown in Tables in I.c. of the prospectus. Applicants may also list additional shoulder seasons that they would propose. The holder must keep the Forest Service informed of proposed extensions to the minimum season dates.

2. Staffing:

The holder's proposal should ensure adequate staffing to meet the requirements outlined in this prospectus. The holder will be responsible for furnishing all personnel, and for adequately training and supervising their activities while performing under the provisions of the permit.

The holder must meet the requirements of state and Federal laws governing employment, wages, worker safety, etc. Applicable laws include, but are not limited to, laws governing equal opportunity, civil rights, fair labor standards, minimum wage, Davis-Bacon Wage Rates (for G/T fee off-set), workers' compensation, OSHA regulations, ADA, and immigration laws regarding employment of non-citizens.

2a. Supervision/Management

The holder must designate a representative(s) who will serve as the liaison between the holder and the Forest Service (FS), and have full authority to act on the terms of the special use permit. There may be more than one designee, each of whom has the authority to act on one or more permit terms (ie; one person may deal with operations issues, one may deal with maintenance issues, and another may deal with financial issues). The designee(s) names, or the appropriate job title(s), must be included in the proposal.

2b. Employee Training

The proposal must identify any employee training program(s) which the holder will offer to employees.

2c. Employee Conduct

The holder is responsible for the conduct of his/her employees. They are expected to comply with all applicable Federal, state, and local laws, and to conduct themselves in a professional manner at all times. The special use permit does not shield the holder or his/her employees from prosecution if they violate any laws, either while performing their duties or while on their own time. Federal prohibitions include, but are not limited to:

- Engaging in conduct prohibited by the *Code of Federal Regulations* (36 CFR 261).
- Using, or being under the influence of, intoxicating beverages or narcotic drugs while on duty or representing the permittee.

2d. Uniforms and Vehicle Identification

The holder should provide his/her employees with a professional uniform, which includes a name tag identifying them as concessionaire employees. The holder may not wear any component of the FS uniform (including official FS volunteer uniform components). They will maintain this uniform in a clean and presentable manner while performing duties. While conducting cleanup duties in the campground, the attendant could wear coveralls with the same insignia of the permittee.

Holder vehicles should be clean, quiet, and well maintained. A professional quality sign containing the concessionaire's name must be displayed on each side of each vehicle used at concession sites.

A description of holder uniform components and vehicle identification devices should be included in the operating plan.

3. Minimum Operations and Maintenance Standards

Address plans for meeting the operations and maintenance standards and requirements.

3a. Customer Service

Describe plans for responding to customer's needs in a helpful and professional manner, giving timely and courteous information and assistance, and doing those things necessary to ensure that customers have a safe and enjoyable stay on their National Forest, and making Customer Comment Cards available to the public.

4. Pre-season Operations

Describe how you will address the following pre-season inspections and maintenance standards:

4a. Safety and Hazard Tree Inspections

A safety inspection, including hazard tree identification, must be performed and documented prior to the sites being opened to the public. The holder will be responsible for correcting any safety deficiencies, (up to a limit, after actions are approved by the Forest Service), prior to opening the site to the public.

4b. Water Systems

Address how you will meet applicable health and safety standards, and ensure that the water system is properly shut down prior to the winter season, and then turned back on before opening the sites.

4c. General Facilities Maintenance

This includes a thorough cleaning of all facilities so sites meet standards when they are opened to the public.

5. "Open" Season Operations

Operations and maintenance of:

5a. Water Systems

Address cleaning, maintenance, repairs and required testing.

5b. General Maintenance

Address routine, light-maintenance needs.

5c. Interference with Normal Use of Recreation Sites

Address efforts to avoid interfering with the normal use and occupancy of recreation areas while engaged in the performance of permit responsibilities.

5d. Standards for Site Facility Cleaning and Maintenance

Address frequency of inspections, cleaning and maintenance to meeting the required standards.

5d1. General

5d2. Toilets

5d3. Tables

5d4. Fire Rings and Grills

5d5. Grounds

5d6. Roads and Trails (if applicable)

5d7. Barriers

5d8. Water Hydrants

5d9. Trash Receptacles

5d10. Site Markers and Reservation Signing

5d11. Signs, Bulletin Boards, and Fee Stations

5d12. Fee Notification

6. Post-Season Operations

Describe how you will meet post-season inspections and operations and maintenance needs, including:

6a. Water Systems

6b. Utilities

6c. Year-End Reports and Inspections

7. Site Hazards (Including Hazard Trees)

Address the following components:

7a. Annual site safety inspection

7b. Removal of hazardous objects

7c. Identification and removal of hazardous trees

7d. Cutting or pruning vegetation, including but brush, limbs and vines.

7e. Stumps, slash and logs and disposal of slash and bucked logs

8. Signs and Posters

Describe your plans for:

8a. Entrance board signing

8b. Signs on bulletin board, including Title VI compliance, rules, rates, local information, and advertising of services

8c. Other Signing

9. Advertising

Describe how you plan to advertise the recreation area, the special services that you are providing, and any events you may hold.

10. Fire Prevention

Describe your fire prevention and suppression plan, including:

- How you will prevent wildfires and structural fires
- Reporting procedures and emergency response, should a fire occur

11. Road and Trail Maintenance

Describe how and how often you will perform mowing road shoulders and around parking barriers for visibility, cleaning of culverts, and filling chuck holes with asphaltic materials on paved surfaces. Describe you plans for trail maintenance, if applicable.

12. Emergency Response

Describe preparations and training for emergency response.

13. Law Enforcement

How do you plan to fulfill your responsibility for law enforcement, including rules of use to be imposed at the recreation sites? Describe what measures you will take to minimize vandalism in your permit area.

14. Communication Systems

Describe how you will ensure complete, timely, and accurate communication between all affected interests, including the NRRS if you choose to use the NRRS. Who will communicate with the FS, and how?

15. Bear and Other Predators

Describe actions that will be taken to increase campers' awareness of presence of bears, and to reduce the accessibility of human food and garbage to the bears.

16. Diseases (Hantavirus and tick-borne), Rodent Control, Herbicides, Pesticides, and Noxious Weeds

Describe any actions you will take to reduce potential human exposure to these diseases.

Describe how you will manage noxious weeds and/or other nuisance vegetation or pests in the permit area, including how you will control rodents in the permit area..

17. Boating Safety

Describe how you will manage boating safety in the permit area.

18. Use of Fee Sites by Non-fee Guests

Describe how they will manage nonpaying customers in the developed sites, allowing short-term use of toilets, picnic tables, and/or potable water facilities in campgrounds by nonpaying customers at no charge.

19. Other Required Services

20. Other Optional Programs

Describe any other proposed services, including but not limited to interpretive services, recycling, special programs, loans of equipment, recycling of materials, etc.

21. Additional revenue-producing sales, services, and/or fees

Describe and list all additional revenue-producing sales services or fees you propose to provide, including but not limited to.

- Sale of ice, soft drinks, snacks etc
- Sale of firewood
- Sale of fee passes
- Sale of bait, sunscreen, fishing tackle, bug repellent
- Rental of boats, canoes, bikes, balls, fishing gear, camping equipment, etc.
- Sale of informational and interpretive materials (ie, books, postcards, photo materials)
- Shuttle services